

## PILGRIMS HOSPICES – JOB DESCRIPTION

### People Operations and Workforce Manager

#### MAIN PURPOSE AND SCOPE OF THE JOB:

The People Operations & Workforce Manager will play a key role in leading and modernising the operational delivery of the People & Culture function across the organisation. Reporting to the Head of People & Culture, the post holder will lead operational HR services including workforce administration, payroll oversight, colleague engagement support, systems, compliance and volunteering coordination.

The role will ensure the organisation has efficient, resilient and people-focused operational processes that support colleagues, volunteers and managers across all services. Working closely with leaders across the organisation, the post holder will help strengthen workforce operations, improve colleague and volunteer experience, support organisational compliance and contribute to the development of a visible, proactive and high-performing People & Culture function.

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#### POSITION IN ORGANISATION

**Reports to:** Head of People, Culture and Volunteering

**Location:** Canterbury

**Working hours:** 35 hours per week

**Direct Reports:**

- Payroll Manager
- People Operations Coordinator

#### DUTIES AND KEY RESPONSIBILITIES

##### People Operations & Workforce Services

- Lead the operational delivery of People & Culture services across the organisation.
- Oversee workforce administration processes ensuring accuracy, consistency and compliance.
- Support the development of efficient, modern and resilient People systems and processes.
- Ensure operational oversight of recruitment administration, onboarding and workforce records.
- Lead operational workforce reporting and workforce data management.
- Support workforce planning and organisational workforce initiatives.

##### Payroll & Systems Oversight

- Provide operational oversight of payroll activity and workforce systems.
- Work closely with Finance to ensure accurate workforce establishment management and payroll governance.
- Support continuous improvement of workforce systems, reporting and operational processes.
- Reduce operational risk and single points of failure across People operations.

## **Volunteering & Workforce Coordination**

- Support the operational coordination and administration of the organisation's volunteer workforce.
- Ensure volunteering processes, onboarding and records are maintained effectively and compliantly.
- Work closely with managers to support positive volunteer experience and engagement.
- Support volunteering communications, recruitment activity and workforce coordination.
- Promote a consistent and professional experience for volunteers across the organisation.

## **Colleague Engagement & Experience**

- Support the delivery of colleague engagement, wellbeing and recognition initiatives.
- Help improve onboarding and colleague experience across the organisation.
- Support internal People & Culture communications and engagement activity.
- Contribute to creating a visible, approachable and supportive People & Culture function.

## **Governance, Compliance & Continuous Improvement**

- Ensure compliance with employment legislation, GDPR, safer recruitment and organisational policy.
- Maintain accurate workforce and volunteer records and reporting.
- Support policy implementation and operational governance activity.
- Identify opportunities for continuous improvement across People operations.

## **Leadership & Team Management**

- Lead, support and develop operational People team colleagues.
- Create a culture of accountability, responsiveness and collaboration.
- Support cross-functional working across the wider People & Culture function.
- Contribute to the future development of the People & Culture operating model.

## **PERSON SPECIFICATION**

### **Essential Experience**

- Experience working within HR, workforce operations or people services.
- Experience leading operational processes or services.
- Experience supporting workforce administration, recruitment or payroll activity.
- Experience working with confidential data and workforce systems.
- Experience supporting volunteers, colleagues or customer-facing services.

### **Essential Skills**

- Strong organisational and operational leadership skills.
- Ability to manage competing priorities and operational demands.
- Strong communication and relationship-building skills.
- Ability to analyse operational information and identify improvement opportunities.

- Good IT and systems capability including HR/workforce systems.

### **Desirable**

- Experience within healthcare, charity or multi-site environments.
- Knowledge of volunteer workforce coordination.
- Level 5 CIPD qualification or equivalent experience.
- Experience of workforce reporting and operational governance.
- Experience with ciphR HRS and payroll system

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

### **Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

### **Code of Conduct –**

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages

- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

**Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

## PILGRIMS HOSPICES – PERSON SPECIFICATION

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Significant experience within an administration role</li> <li>Significant experience of recruitment administration</li> <li>Experience of HR systems administration</li> </ul>	✓	✓	✓
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>A willingness to learn and develop new skills</li> <li>Strong planning and organisational skills.</li> <li>A good standard of written and verbal communication skills</li> <li>Flexible approach to work</li> <li>Honest and reliable</li> <li>A positive, 'can do', attitude</li> <li>An ability to work well within a team and on own initiative</li> <li>Accuracy and attention to detail</li> <li>An ability to maintain confidentiality at all times</li> <li>Ability to identify business critical issues and raise accordingly.</li> </ul>	✓	✓	✓
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>A good standard of secondary education, including a minimum of grade C in Maths and English GCSE's</li> </ul>	✓	✓	✓
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>A willingness to undertake any other statutory and mandatory training appropriate to the needs of the role</li> <li>Ability to travel to other sites within East Kent.</li> </ul>			